



**Iowa Department of Administrative Services  
Online Customer Satisfaction Survey  
4th Quarter (April, May, June)  
Key Findings Summary Report**

**Prepared By**



**ESSMAN/RESEARCH**

September 21, 2006



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## IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ONLINE CUSTOMER SATISFACTION SURVEY/4<sup>th</sup> QUARTER

### KEY FINDINGS SUMMARY REPORT SEPTEMBER 20, 2006

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#### ■ PROJECT OVERVIEW

Essman/Research, an independent marketing research firm in Des Moines, Iowa, was retained by the Iowa Department of Administrative Services (DAS) in January 2006 to develop and implement four quarterly surveys. The purpose of the quarterly survey is to gather immediate feedback from customers regarding their recent experiences with DAS and the services purchased and/or received through each of the four DAS enterprises.

- General Services Enterprise (GSE)
- Information Technology Enterprise (ITE)
- Human Resources Enterprise (HRE)
- State Accounting Enterprise (SAE)
- DAS Finance (this segment was added to the third quarter survey)

#### ■ RESEARCH DESIGN

- Essman/Research conducted the second quarter online Customer Satisfaction Survey in March 2006 for services provided in October, November and December 2005.
  - Essman/Research sent 37 e-mail invitations to the Customer Council members and 918 e-mail invitations to the current customers on Tuesday, February 28, 2006.
- Essman/Research conducted the third quarter online Customer Satisfaction Survey in May 2006 for services provided in January, February and March 2006.
  - Essman/Research sent 36 e-mail invitations to the Customer Council members and 892 e-mail invitations to the current customers on Wednesday, May 17, 2006.
- Essman/Research conducted the fourth quarter online Customer Satisfaction Survey in August-September 2006 for services provided in April, May and June 2006.
  - Essman/Research sent a total of 1,001 e-mail invitations to current customers on August 24, 2006.

- Essman/Research developed, programmed and hosted the online Customer Satisfaction Survey.
- The Department of Administrative Services provided the list of names and e-mail addresses for the Customer Council members as well as the customers who had purchased and/or received services.
- Completed interviews
  - Second Quarter: A total of 300 online surveys were returned.
    - 284 customers responded to the survey
    - 16 Customer Council members responded to the survey
  - Third Quarter: A total of 255 online surveys were returned.
    - 246 customers responded to the survey
    - 9 Customer Council members responded to the survey
  - Fourth Quarter: A total of 196 online surveys were returned.
    - 184 customers responded to the survey
    - 12 Customer Council members responded to the survey

**Note: Per the Department of Administrative Services, the fourth quarter survey data represents the overall total number of customers responding to the online survey. The Fourth Quarter Key Findings Summary Report will not include a break-down for the Customer Council members and customers.**

See the Appendix for the cover letter and the fourth quarter Customer Satisfaction Survey.

**Note:**

- **The Key Findings Summary Report for the second quarter was delivered to the Department of Administrative Services on March 15, 2006.**
- **The Key Findings Summary Report for the third quarter was delivered to the Department of Administrative Services on June 12, 2006.**

## ■ PROJECT OBJECTIVES

- Identify the frequency of purchase. How frequently are customers purchasing products and services from the DAS enterprises?
- Determine if products and/or services were delivered on time.
- Determine if products and/or services were delivered within budget.
- Measure the satisfaction with products and/or services received from the DAS enterprises.
- Measure the customer satisfaction provided by each of the four DAS enterprises.

## ■ DEMOGRAPHICS

### Q1. Department/Agency

— Department of Human Services	(15 responses)
— Department of Administrative Services	(12 responses)
— Inspections and Appeals	(6 responses)
— Iowa Vocational Rehabilitation	(6 responses)
— DPS	(6 responses)
— DNR	(5 responses)
— Iowa Finance Authority	(5 responses)
— Corrections	(5 responses)
— Iowa Department of Transportation	(5 responses)
— DAS/ITE	(5 responses)
— DAS/GSE/CCM	(4 responses)
— Education	(4 responses)
— IDPH	(4 responses)
— GSE	(4 responses)
— Department of Corrections/ Iowa State Penitentiary	(3 responses)
— Commerce/Utilities Division	(3 responses)
— Judicial Branch	(3 responses)
— Iowa College Student Aid Commission	(3 responses)
— Iowa Workforce Development	(3 responses)
— Iowa Department for the Blind	(3 responses)
— Iowa Lottery Authority	(3 responses)
— Revenue	(3 responses)
— Auditor of State	(3 responses)
— Department of Human Services/ Child Support Recovery Unit	(2 responses)
— DAS-SAE	(2 responses)
— ICN	(2 responses)
— Commerce/Banking Division	(2 responses)
— DHS Woodward Resource Center	(2 responses)
— Management	(2 responses)
— Human Rights	(2 responses)
— House of Representatives	(2 responses)
— 553	(2 responses)
— Commerce/Insurance Division	(2 responses)

Single responses:

- Purchasing 409
- 642
- Citizens' Aide/Ombudsman
- CBC District 2
- Hygienic Laboratory
- Iowa Ethics & Campaign Disclosure Board
- House Democratic Research Staff

- Mental Health Institute Agency 409
- Human Services, Legal
- Homeland Security and Emergency Management Division
- Iowa Prison Industries
- Iowa Racing and Gaming Commission
- DIA-Appellate Defender
- First Judicial District Dept of Correctional Services
- 252
- Second Judicial District Department of Correctional Services
- Department of Human Services at Glenwood Resource Center
- City of Johnston
- Cultural Affairs
- Iowa Public Employees' Retirement System
- Department of Justice Attorney General's Office
- DCA
- Public Health/Board of Pharmacy Examiners
- Public Safety/Narcotics
- Veterans Affairs
- Department of Corrections - Iowa Medical and Classification Center
- Iowa Civil Rights Commission
- Treasurer of State
- State Training School
- La Porte City Police Department
- Cherokee Mental Health Institute
- Department of Human Services - Institutions Clarinda Mental Health Institute
- 405 - State Training School, Eldora
- University of Iowa
- Secretary of State Office
- Mapleton Police Department
- CTC/DOC
- Iowa Board of Parole
- Clarinda Treatment Complex
- Hardin County Sheriff's Office
- HRE
- Legislative Services Agency
- Elder Affairs
- DAS/AP/Purchasing/HR/Administrative Support
- Iowa Juvenile Home 404
- Corrections/North Central Correctional Facility
- Governor's Office of Drug Control Policy
- Department of Public Health/Iowa Office of the State Medical Examiner
- Public Defense
- I did not begin working for the State until July of 2006.
- Corrections/Clarinda
- 243
- Anamosa State Penitentiary, Dept of Corrections
- Public Defense/Military Division
- Iowa Department of Economic Development

- Board of Medical Examiners/Iowa Department of Public Health
- Mostly DOC, some DHS

**Q2. Title**

- Administrative Assistant (8 responses)
- Administrative Assistant II (6 responses)
- Secretary (5 responses)
- Budget Analyst (5 responses)
- Accounting Technician II (5 responses)
- ITS5 (5 responses)
- Executive Officer (5 responses)
- Accountant III (4 responses)
- Purchasing Agent (4 responses)
- Secretary II (4 responses)
- Not applicable (4 responses)
- Accountant II (4 responses)
- Executive Officer I (3 responses)
- Director (3 responses)
- Accounting Technician (3 responses)
- Systems Administrator (3 responses)
- Bureau Chief (3 responses)
- Accounting Clerk II (3 responses)
- Business Manager (3 responses)
- Accounting Clerk II (3 responses)
- Division Administrator (2 responses)
- Administrative Assistant I (2 responses)
- Financial Officer (2 responses)
- Executive Officer III (2 responses)
- Budget Analyst III (2 responses)
- Personnel Assistant (2 responses)
- Executive Secretary (2 responses)
- District Director (2 responses)
- Purchasing Agent II (2 responses)
- Accountant (2 responses)
- Supervisor (2 responses)
- Executive Director (2 responses)
- Criminalist (2 responses)
- Clerk Advanced (2 responses)

Single responses:

- Fiscal and Policy Analyst Senior
- Personnel Technician
- Chief Deputy Auditor of State
- Employee Services Representative
- HR Manager
- Comptroller

- Lab Manager
- Financial Manager
- Systems Programmer
- Vehicle Dispatcher
- Budget Analyst II
- Legal Secretary
- Accounting Manager
- Workforce Advisor / Employment Training Specialist
- Resource Manager
- Director Industries
- PSS-3
- PSE 4
- Team Leader
- Public Service Executive
- Legal Secretary I
- Executive Officer 2/Public Information Officer
- Institutional Superintendent
- Electrician
- Finance Director
- Executive Officer, Human Resources
- Accounting Supervisor
- Director of Operations / Comptroller
- Warden
- Mail Clerk II
- Human Resources Associate
- Rental Coordinator
- Mail
- Executive Vice President & COO
- District Finance/Personnel Manager
- HR Tech Assistant
- Adjutant
- Public Service Supervisor III
- Manager
- Executive Officer II
- Deputy Treasurer
- Public Safety Records Clerk
- Executive Officer IV
- Administrative Assistant II Land Patent Clerk Management Analyst II
- Chief of Police
- Plant operations manager
- Court Accountant/Auditor
- Training Specialist II
- Supervisor of Secretaries
- Director of Human Resources
- Desktop Support
- CEO
- Clerk
- E911 Communications Supervisor



- Asst Chief Examiner
- Advanced Personnel Management Specialist
- Supervising Legis. Doc. Technician
- CFO
- Administrative Secretary
- Law Library Supervisor
- Information Technology Specialist
- Accounting Technician III
- Personnel Associate
- EEO4
- Management Analyst IV
- Administrative Program Director
- Superintendent
- CIO
- Clerk Specialist
- PSE 3
- Training Specialist 1
- Deputy Comptroller
- Production Manager
- Information Tech 4th class
- Information Technology Spec
- Finance Bureau Chief
- Administrator
- Business Continuity Coordinator
- Marketing & Communications Director

### **Q3a/b.Customer Council Member/Enterprise**

<b>Customer Council Members</b>	<b>Quarter</b>		
	<b>4<sup>th</sup> Quarter April, May, June Customers 12</b>	<b>3<sup>rd</sup> Quarter Jan., Feb., March Customers 8</b>	<b>2<sup>nd</sup> Quarter Oct., Nov., Dec. Customers 13</b>
General Services	2 17%	4 50%	6 46%
Human Resources	6 50%	3 37%	3 23%
Information Technology	2 17%	1 12%	3 23%
State Accounting	2 17%	0	1 8%

**Q3c. Are the enterprise financial statements easy to understand?**

Are the financial statements easy to understand?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 12	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 8	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers NA
Yes	8 67%	4 50%	NA
No	1 8%	3 37%	NA
Not familiar/not aware of the statements	3 25%	1 12%	NA

## ■ KEY FINDINGS SUMMARY REPORT

**Note:** To track similarities and/or differences among the quarterly surveys, the respondent totals and percentages for the second and third quarter Customer Satisfaction Surveys have been added to the summary report. However, the Key Findings Report does not include comparisons among the quarterly surveys.

### General Services Enterprise (GSE)

Services provided through the GSE:

- Construction
- Custodial Services
- Facilities Management
- Facility Rentals
- Fleet
- Grounds Service
- Lock Shop Services
- Mail
- Mechanical Services
- Paper Shredding
- Property Construction/Management/Space
- Purchasing/Procurement Services

#### **Q4a. Did you interact with the General Services Enterprise (GSE) during April, May or June 2006 (purchased or received products and/or services or bill payment)?**

Overall, 67% of the survey respondents interacted with the General Services Enterprise (GSE) in April, May or June 2006.

Did you interact with GSE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers <b>184</b>	3 <sup>rd</sup> Quarter Jan., Feb., March Customers <b>243</b>	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers <b>283</b>
Yes	<b>124</b> <b>67%</b>	171 70%	175 62%
No	60 33%	72 30%	108 38%
Skipped the question	12	12	17

**Q4b. How did you interact with General Services?  
(Multiple responses accepted.)**

Of the 126 respondents who had interacted with the General Services Enterprise (GSE) in April, May or June 2006, more than half (59%) of the survey respondents had **received products and/or services from GSE.**

How did you interact with GSE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 126	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 171	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 172
Received products and/or services	74 59%	105 61%	93 54%
Ordered/purchased products and/or services	61 48%	82 48%	82 48%
Bill payment	51 40%	68 40%	58 34%
Other specify responses	23 18%	35 20%	42 24%
Skipped the question	70	84	128

Other specify responses:

- Mail room (3 responses)
- Custodial (3 responses)
- Construction (2 responses)
- Trying to resolve transfer issues
- Requested services from mailroom, lock shop, custodial people, paper shredding
- Electrician took care of a problem and also the locksmith; mail (daily) ordered parking decals
- Vehicles for our fleet
- Project management of an ADA project and a MM project.
- Report parking lot access problems, building access problems; broken elevators; bathroom supply needs
- Facilities Management
- Construction and Renovation of Jesse Parker building
- Construction Contract development RFP Development
- Trash picked up. Cube vacuumed. Cube dusted. Tables washed in lounge.
- I also called regarding state contracts.
- Interacted with custodial, carpenter and electrical services
- Concerned about janitorial services
- Internally
- Rental
- Facility repairs
- We had construction done in our building and I was involved in some of the decision-making and it involved some changes in our space.

**Q5. How often during April, May and June 2006 did you order/receive products and/or services from General Services?**

Overall, 57% of the survey respondents typically ordered or received products and/or services from GSE **1-10 times** during April, May and June 2006.

How often did you order/receive products/services from GSE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers <b>113</b>	3 <sup>rd</sup> Quarter Jan., Feb., March Customers <b>152</b>	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers <b>154</b>
1-10 times	<b>65</b> <b>57%</b>	75 49%	73 47%
11-20 times	10 9%	22 14%	17 11%
21-30 times	7 6%	11 7%	7 5%
31 or more times	16 14%	19 12%	24 16%
Don't know	15 13%	25 16%	33 21%
Skipped the question	83	103	146

**Q6a. Did you receive the products and/or services you requested?**

The majority (86%) of the survey respondents received the products and services as requested from GSE in April, May and June 2006.

Did you receive the products/services you requested from GSE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers <b>113</b>	3 <sup>rd</sup> Quarter Jan., Feb., March Customers <b>149</b>	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers <b>153</b>
Yes	<b>97</b> <b>86%</b>	127 85%	118 77%
No	3 3%	5 3%	5 3%
Other specify responses	13 11%	17 11%	30 20%
Skipped the question	83	106	147

Other specify responses:

- Sometimes (3 responses)
- Not sure how to answer this question since I don't know how often we received services.
- Decals required some times a second request. A little confusion over whether the electrician had come. He had but we didn't know it.

- I do not request services.
- Usually - Fleet vehicles not always available without two weeks prior confirmation
- Out of bid Sometimes
- Some projects not completed
- I called in a request for repair on a piece of furniture and waited and waited and finally our night custodian noticed the need and glued the table.
- I'm not sure if this is where this should go, but I am referring to the master agreement listing. When trying to look up master agreements, it is not very clear if you should look under vendor name or the product.
- Have received some of the items; however some still are in the ordering process.

**Q6b. How satisfied were you with the products and/or services received from GSE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers surveyed were satisfied (7.05 on the 10-point scale) with the products and/or services they received from GSE in April, May and June 2006.

How satisfied were you with the products/services received from GSE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 113	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 146	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 153
<b>Overall Average</b>	<b>7.05</b>	7.1	7.16
Don't Know	4 4%	7 5%	11 8%
Skipped the question	84	109	147

**Q7. Did GSE deliver the products and/or services on time?**

Overall, 68% of the survey respondents indicated that GSE delivered the products and/or services on time in April, May and June 2006.

Did GSE deliver the products/services on time?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 112	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 145	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 154
Yes	76 68%	104 72%	96 62%
No	10 9%	13 9%	12 8%
Don't know	8 7%	11 7%	19 12%
Other specify responses	18 16%	17 12%	27 18%
Skipped the question	84	110	146

Other specify responses:

- Sometimes (7 responses)
- Mail, yes. Decals required sometimes second request for employee parking Fixing items could have been a little faster.
- The billings for depreciation on state vehicles were received very late in the FY 2006 hold open period.
- I do not request services.
- Elevators still don't work properly. Phone in east elevator doesn't work, if someone is stuck inside the elevator they can't call for help. When one elevator is not working, the call button will not work for requesting the working elevator in the basement because it appears the elevator is already there. People who are in the basement either must wait for someone to come down to the basement or they have to use the stairs. All other services are very prompt with getting resolved.
- There was a week delay in the RFP development due to AT Kearney input. Contract development was very timely
- Mail room had difficulties during their transition of new machines in getting mail processed timely
- Ladies room on 1st floor of Hoover runs out of paper towels frequently.
- Difficult to answer due to internal delays that contributed to delay in relaying request.
- The custodial and maintenance staff in the Iowa Laboratory Building is just great. Anything that we ask for or need assistance with, they are right there. The consistencies in the work we have received from Joyce, Lenny, Penny and Bill have been outstanding.
- Mostly on time unless they were out of product like light bulbs, specific paper, etc.

**Q8. Did GSE provide the products and/or services as quoted?**

Overall, 75% of the survey respondents indicated that GSE delivered the products and/or services as quoted.

Did GSE provide the products/services as quoted?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 112	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 145	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 153
Yes	84 75%	94 65%	97 63%
No	7 6%	9 6%	6 4%
Don't know	15 13%	25 17%	28 18%
Other specify responses	6 5%	17 12%	22 14%
Skipped the question	84	110	147

Other specify responses:

- Sometimes (2 responses)
- Did not request services (2 responses)
- Yes on products after much hassle. No on service



**Q9. How would you rate the customer service provided by GSE?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers surveyed were satisfied (7.1 on the 10-point scale) with the customer service provided by GSE in April, May and June 2006.

How would you rate the customer service provided by GSE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 112	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 145	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 153
<b>Overall Average</b>	<b>7.1</b>	7.55	7.12
Don't Know	2 2%	6 4%	8 6%
Skipped the question	84	110	147

**Q10. Additional comments relative to your experiences with GSE:**

- Need to be more responsive.
- It would be nice to receive an email or call indicating that the problem has been taken care of and the details of how it was taken care of, instead of just "assuming" it was done.
- I know that in many cases the delays were the result of being understaffed and many requests.
- Always helpful, friendly and response in appropriate time.
- We have been assigned a new project manager that has a difficult time understanding the state process and the projects that are currently in progress. This has resulted in delays in getting the projects completed.
- DAS is 100% improved from just 12 months ago.
- The product I referred to was receiving vehicles from Fleet. Tina (at fleet garage at the parking ramp) is very customer service oriented and is more than willing to help in any way with the vehicles and customers.
- Good management and services provided.
- Fleet continues to be a problem area with billing issues each month
- Barb Bendon is difficult to work with, and I hope I don't ever have to be dependent on her work again.
- They have been of tremendous help to ISP as we make various improvements in this old structure.
- Office Re-Configuration - Delays, Delays, Delays. We were ready then at the last minute it would be stopped and postponed. Electrical & ICN charges were outrageous. Vehicles reserved a car. Was given the wrong size of car. Gas card did not work. One employee was chastised by vehicle dispatcher because it didn't top off a full tank. Was told vehicle dispatcher was going to report this to their supervisor.
- The service received was very good the customer service center is very lacking
- I deal with fleet, purchasing and mail and everyone that I deal with is always very helpful and professional.

- Design and Construction Staff has always treated this agency staff with the utmost respect and value. They diligently work for our behalf and are willing to provide either total services or limit their involvement to our desires.
- Depends a great deal on the employee with whom I interact.
- I have always been treated well by GSE staff members.
- Mail room problems seem to be better now, but when having the mail processed timely can mean a delay in services to others this can be a problem. Also, I would like to see a set day designated for each area to have custodial service perform vacuuming so people can pick up their area the night before.
- Many of us DHS employees wonder why our custodial staff seems to change. When we get a good one, they're always gone and replaced within a couple of months. Some are definitely better than others as far as keeping the bathrooms clean and stocked. Since the Hoover Bldg is so many employees, I dislike the changes in the mail room. It's a pain not to be able to take personal mail and drop it off in a secure mail bag in a secure area. The possibility for someone to take mail or obtain confidential information increases if we leave the mail on a counter to be picked up.
- Wanted to get keys for some new file cabinets and Ed was here within 30 minutes.
- Not good with return responses email/phone, etc.
- In general, I've found the GSE staffers in the Capitol Building helpful, pleasant and serious about their duties.
- GSE gives great service to state employees and non-state employees. Also - the Grounds look great.
- I do not like eDAS - I think it is very inflexible--Therefore inaccurate and not efficient from the users end, because there are too many corrections. In the past, when we have opted not to use electronic billing, we were charged \$25 for manual billing. That is also not an option...
- We have ordered many very unique items for our new facility. Jeanette Chup and Dave Adamson have been so helpful in purchasing these items and also assisting us in returning items.
- Products seemed less than quality
- The Customer Service Team (Pat, KC, etc) at 2-5120 does an excellent job at taking the information in a friendly and professional manner.
- As a LONG time state of Iowa employee at all levels of interaction, it remains true that government performs its mission in spite of DAS.
- Barbara Bendon has really done a nice job when we've needed her help for construction projects or getting us more storage space.
- Frequency of false fire alarms has been the worst in my 30 years with the State. Ballast went out in my light fixture attached to my cubicle book shelf. When I first called Customer Service, they did not inform me that it is the individual department's responsibility to repair light fixtures attached to modular office furniture. This delayed the repair.
- GSE is becoming a great resource for our internal services!

## **Information Technology Enterprise (ITE)**

Services provided through the ITE:

- Application Development and Support
- Asset Management
- Common Directory
- Computer Training
- Database Services
- Desktop Services
- Disaster Recovery/Business Continuity
- Email Services
- Enterprise Applications
- Help Desk Services
- Mainframe Access/Printing/Processing/Services
- Mainframe and Operating System Application Development
- Multi Media
- Network Services
- Printing Services
- Secure Infrastructure
- Security
- Server
- Server Farm

### **Q11 a. Did you interact with the Information Technology Enterprise (ITE) during April, May or June 2006 (purchased or received services or bill payment)?**

Overall, 51 % of the survey respondents interacted with the Information Technology Enterprise (ITE) in April, May or June 2006.

<b>Did you interact with ITE?</b>	<b>Quarter</b>		
	<b>4<sup>th</sup> Quarter April, May, June Customers 168</b>	<b>3<sup>rd</sup> Quarter Jan., Feb., March Customers 209</b>	<b>2<sup>nd</sup> Quarter Oct., Nov., Dec. Customers 243</b>
Yes	<b>85 51%</b>	110 53%	121 50%
No	83 49%	99 47%	122 50%
Skipped the question	28	46	57

**Q11b. How did you interact with Information Technology?  
(Multiple responses accepted.)**

Of the 84 respondents who had interacted with the Information Technology Enterprise (ITE) in April, May or June 2006, the majority (79%) of the customers indicated they had **received services from ITE**.

How did you interact with ITE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 84	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 110	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 127
Received services	66 79%	77 69%	89 70%
Ordered/purchased services	26 31%	36 32%	43 34%
Bill payment	20 24%	36 32%	39 31%
Other specify responses	10 12%	14 13%	24 19%
Skipped the question	112	145	173

Other specify responses:

- Working out transfer issues
- I/3 training should have been for PAs only so not much help because we don't have financial access. However, they seemed to do a good job just not helpful to us.
- Provided services (payroll, HRIS related)
- Help desk
- I work in ITE and interact with staff every day
- The mainframe and internet was down. I talked to both Wally and Lee Osborn of ICN. They were both very nice and helpful.
- Internal interaction
- All of our interaction is buffered by the Department's IT division.
- We are working with Iowa Interactive for development of a database.

**Q12. How often during April, May and June 2006 did you order/receive services from Information Technology?**

Sixty-one percent of the survey respondents typically ordered or received services from ITE **1-10 times** during April, May and June 2006.

How often did you order/receive services from ITE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers <b>83</b>	3 <sup>rd</sup> Quarter Jan., Feb., March Customers <b>106</b>	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers <b>117</b>
1-10 times	<b>51</b> <b>61%</b>	62 58%	63 54%
11-20 times	7 8%	9 8%	14 12%
21-30 times	4 5%	3 3%	3 3%
31 or more times	12 14%	16 15%	18 15%
Don't know	9 11%	16 15%	19 16%
Skipped the question	113	149	183

**Q13a. Did you receive the services you requested?**

The majority (88%) of the survey respondents received the services as requested from ITE.

Did you receive the services you requested from ITE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers <b>82</b>	3 <sup>rd</sup> Quarter Jan., Feb., March Customers <b>106</b>	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers <b>117</b>
Yes	<b>72</b> <b>88%</b>	90 85%	94 80%
No	3 4%	4 4%	3 3%
Other specify responses	7 8%	12 11%	20 17%
Skipped the question	114	149	179

Other specify responses:

- Most of the time (2 responses)
- Still being completed
- Online billings are hard to follow
- Automatic
- The database is taking far too long in development.

**Q13b. How satisfied were you with the services received from ITE?**  
**Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers surveyed were satisfied (7.45 on the 10-point scale) with the services received from ITE in April, May and June 2006.

How satisfied were you with the services received from ITE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 82	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 106	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 116
<b>Overall Average</b>	<b>7.45</b>	7.4	7.33
Don't Know	2 2%	9 8%	5 5%
Skipped the question	114	149	184

**Q14. Did ITE deliver the services on time?**

Overall, 70% of the survey respondents indicated that ITE delivered the services on time in April, May and June 2006.

Did ITE deliver the services on time?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 83	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 106	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 116
Yes	<b>58</b> <b>70%</b>	75 71%	72 62%
No	9 11%	6 6%	7 6%
Don't know	8 10%	12 11%	14 12%
Other specify responses	8 10%	13 12%	23 20%
Skipped the question	113	149	184

Other specify responses:

- Usually (2 responses)
- Training should have been specialized. (This may have been central payroll or HRE's problem instead of IT)
- Yes - if you can keep it in front of them or resend if no response in 2 days
- Sometimes yes, sometimes no
- Billing dates always change.
- the main activity was timely, however one of the sub activities has not be completed
- No specific time has been set for the delivery of the database other than we expected it by the end of last calendar year.

**Q15. Did ITE provide the services as quoted?**

Overall, 70% of the respondents indicated that ITE provided the services as quoted.

Did ITE provide the services as quoted?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 83	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 106	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 114
Yes	58 70%	67 63%	66 58%
No	5 6%	3 3%	5 4%
Don't know	14 17%	22 21%	26 23%
Other specify responses	6 7%	14 13%	17 15%
Skipped the question	113	149	186

Other specify responses:

- No quote was ever given.
- Still being determined
- Probably, as they perceived it but training was not for us even though we were there (1/3)
- We have SLA with Desktop Support for costs.
- There isn't any quote with Iowa Interactive.

**Q16. How responsive was the ITE help desk?**

Use a 10-point scale where **ONE** means **NON-RESPONSIVE** and **TEN** means **EXTREMELY RESPONSIVE**.

Overall, the customers surveyed indicated that the ITE help desk was responsive (7.70 on the 10-point scale) in April, May and June 2006.

How responsive was the ITE help desk?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 82	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 106	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 114
<b>Overall Average</b>	<b>7.70</b>	8.4	6.8
Don't Know	4 5%	10 9%	4 3%
Not Applicable	13 16%	16 15%	17 15%
Skipped the question	114	149	186

**Q17. How would you rate the customer service provided by ITE?**

Use a 10-point scale where **ONE** means **VERY DISSATISFIED** and **TEN** means **EXTREMELY SATISFIED**.

Overall, the customers surveyed were satisfied (7.5 on the 10-point scale) with the customer service provided by ITE in April, May and June 2006.

How would you rate the customer service provided by ITE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 82	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 106	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 114
<b>Overall Average</b>	<b>7.5</b>	7.45	7.24
Don't Know	3 4%	14 13%	7 6%
Skipped the question	114	149	189



**Q18. Additional comments relative to your experiences with ITE:**

- Help Desk is ALWAYS helpful.
- ITE has always been very responsive to our needs. We seem to work well together and they try very hard to help us whenever they can.
- Issues with print services
- In April, May, and June we ordered print jobs online. These jobs were not delivered on time and several phone calls were needed to track down the original request. The problem was with IPI losing or misplacing the jobs. Each job was delayed in delivery even though when placing the order we allowed the minimum two-week time frame.
- It depends a lot on the individual employee.
- These responses concern only the printing area used by our office.
- At times, no one answers the phone; sometimes you get voice mail and have to wait for a return call, which causes disruption of what you are working on.
- Help Desk staff is great! They respond quickly to the needs of employees
- Help desk personnel many times give you the impression that you are bothering them when you have problems.
- It varies by work unit. Some work units are very responsive to customer needs, while that doesn't seem as important in other work units.
- Always get a quick response and resolution to our IT needs and issues.
- ITE has really made a huge effort in the area of customer service. They are really trying to make a difference. Employees are friendlier and really trying to make an effort to work together in state government.
- No communication between agencies. Information is sent to the wrong people. Financial wants answers but they don't know who to send it to.
- Our agency experience with ITE has been very good. We have had mostly good experiences with Iowa Interactive, in that the staff is very willing to design a system to meet our needs. The problem is we're not seeing the product develop fast enough. It seems like they are overcommitted and haven't been able to put enough staff on our project.

## **Human Resource Enterprise (HRE)**

Services provided through the HRE:

- Benefits
- Employment Assistance/Services
- Flexible Spending
- Golden Dome Awards Program
- Health Insurance Program Administration
- Program Delivery Services
- Training
- Workers' Compensation Program Administration

### **Q19a. Did you interact with the Human Resources Enterprise (HRE) during April, May or June 2006 (purchased or received services or bill payment)?**

Overall, 53% of the survey respondents interacted with the Human Resources Enterprise (HRE) in April, May or June 2006.

<b>Did you interact with HRE?</b>	<b>Quarter</b>		
	<b>4<sup>th</sup> Quarter April, May, June Customers 165</b>	<b>3<sup>rd</sup> Quarter Jan., Feb., March Customers 202</b>	<b>2<sup>nd</sup> Quarter Oct., Nov., Dec. Customers 233</b>
Yes	<b>87</b> <b>53%</b>	84 41 %	114 49%
No	78 47%	118 58%	119 51%
Skipped the question	31	53	67

**Q19b. How did you interact with Human Resources?  
(Multiple responses accepted.)**

Of the 87 respondents who had interacted with the Human Resources Enterprise (HRE) in April, May or June 2006, the majority (75%) of the customers indicated that they had **received services from HRE**.

How did you interact with HRE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers <b>87</b>	3 <sup>rd</sup> Quarter Jan., Feb., March Customers <b>84</b>	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers <b>115</b>
Received services	<b>65</b> <b>75%</b>	66 78%	82 71%
Ordered/purchased services	14 16%	27 32%	29 25%
Bill payment	19 22%	19 22%	19 17%
Other specify responses	16 18%	12 14%	22 19%
Skipped the question	109	171	185

Other specify responses:

- All HR services for the Insurance Division
- Clarified policy questions
- Benefits help; BluesEnroll training; I/3
- Attended various supervisory courses.
- Provided services (payroll, HRIS related)
- Grievance process
- Not sure if this is the appropriate place. I am still dealing with DAS on a reclassification issue which began in July 2005. This issue should have been resolved by December 2005 and is still ongoing. An appeal hearing is finally scheduled in September 2006.
- I applied for a position upgrade.
- I wanted to take the catch up option for my deferred comp. Staff was very helpful and quick in determining the extra amount that I could deduct.
- Discussed workers compensation claims, requested investigation of workers compensation claims, discussed health insurance issues and changes in Wellmarks delivery of services.
- Discussed personnel issue.
- Questions concerning brass ring, and PO support
- DAS Journey to Excellence
- DAS-HR
- Scheduled staff for training
- Attempted to obtain services for a fellow employee.

**Q20. How often during April, May and June 2006 did you utilize the services provided by the Human Resource Enterprise?**

Sixty-seven percent of the survey respondents typically utilized the services provided by HRE **1-10 times** during April, May and June 2006.

How often did you utilize the services provided by HRE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers <b>87</b>	3 <sup>rd</sup> Quarter Jan., Feb., March Customers <b>82</b>	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers <b>107</b>
1-10 times	<b>58</b> <b>67%</b>	40 49%	65 61%
11-20 times	10 11%	15 18%	17 16%
21-30 times	5 6%	8 10%	7 7%
31 or more times	11 13%	8 10%	10 9%
Don't know	3 3%	11 13%	8 7%
Skipped the question	109	173	193

**Q21a. Did you receive the services you requested?**

Overall, 86% of the survey respondents received the services as requested from HRE in April, May and June 2006.

Did you receive the services you requested from HRE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 87	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 82	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 107
Yes	75 86%	75 91%	98 92%
No	2 2%	1 1%	2 2%
Other specify responses	10 11%	6 7%	7 7%
Skipped the question	109	173	193

Other specify responses:

- Always helpful when employees have benefits issues; Vickie Anderson, Rose Baughman and Jean Mallory are outstanding (also Linda Goebel)
- Slow to reply
- Not to my satisfaction
- Not in a timely manner
- I did receive a letter that said if I disagreed with the decision, to sign it and return. They would then set me up for a hearing regarding my upgrade. To date I haven't received a word from them. I sent another letter last week and still haven't heard anything from them.
- I did not receive what I consider an adequate explanation of Sedgwick's failure to contact a claimant's immediate supervisors prior to approving a questionable claim.
- Services received but slow response.

**Q21b. How satisfied were you with the services received from HRE?**

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (7.56 on the 10-point scale) with the services received from HRE in April, May and June 2006.

How satisfied were you with the services received from HRE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 87	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 82	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 107
<b>Overall Average</b>	<b>7.56</b>	7.82	7.59
Don't Know	4 5%	6 8%	2 2%
Skipped the question	109	173	193

**Q22. Did HRE deliver the services on time?**

Overall, 77% of the respondents indicated that HRE delivered the services on time in April, May and June 2006.

Did HRE deliver the services on time?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 87	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 82	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 107
Yes	67 77%	67 82%	85 79%
No	5 6%	1 1%	5 5%
Don't know	7 8%	9 11%	12 11%
Other specify responses	8 9%	5 6%	5 5%
Skipped the question	109	173	193

Other specify responses:

- Usually (3 responses)
- Slow
- Would not provide the service.
- Not in a timely manner
- Not yet
- No delivery

**Q23. Did HRE provide the services as quoted?**

Overall, 69% of the survey respondents indicated that HRE provided the services as quoted.

Did HRE provide the services as quoted?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 87	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 82	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 107
Yes	60 69%	56 68%	75 70%
No	2 2%	1 1%	2 2%
Don't know	15 17%	18 22%	20 19%
Other specify responses	10 11%	7 8%	10 9%
Skipped the question	109	173	193

Other specify responses:

- No quote was given (3 responses)
- Sometimes
- Thought they should have.
- They have not met their own timelines.
- Not applicable (3 responses)

**Q24. How would you rate the customer service provided by HRE?**  
**Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers surveyed were satisfied (7.75 on the 10-point scale) with the customer service provided by HRE in April, May and June 2006.

How would you rate the customer service provided by HRE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 86	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 82	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 107
<b>Overall Average</b>	<b>7.75</b>	7.67	7.48
Don't Know	3 3%	8 10%	3 3%
Skipped the question	110	173	193

**Q25. Additional comments relative to your experiences with HRE:**

- As the P/A for the Insurance Division, I work with HRE all the time. They are always very helpful and answer questions willingly.
- All of the staff I've dealt with is extremely helpful, including Rose Baughman, Sheryl Jensen, Jenny Sandusky, Terri Marshall and others in the benefit office. Always quick to respond to questions.
- ALWAYS helpful!!
- As there were only a few comment boxes, I have chosen this box to make my overall comments. #1 - please include a comment box at the end of the completed survey so that staff has the opportunity to discuss concerns or praises for how this affects different agencies in different ways. #2 - on eDAS flexible spending (Human Resources portion), I would like to know if we have the capabilities of using .5 (1/2) persons for dependent care and .5 (1/2) persons for flexible spending health care. We have a person in our office who contributes \$ 2.13 into each of those two funds. In FY06, we had to put her total \$4.26 into objt 2507, but in July (FY07) it is in 2337. I'd really like to see \$2.13 put into objt 2199 and \$2.13 put into objt 2337, so that her deductions show accurately. Is this a capability now, or could it be looked at in the near future.
- Our personnel assistant is available to provide consultation as needed on personnel issues. He looks for solutions to fit the needs of the agency. He shares ideas from other agencies that may benefit the agency.
- DAS could improve the turn around time of information request. If the state has a 20 day sunshine law to the public, we should be able to do the same for an agency.
- Services were not responsive to my needs.
- Not satisfied with the GRIP process. Believe IDAS does not represent management as they do not follow the time guidelines that have been established by the contract for the GRIP process.
- Always helpful
- I have contact primarily with Susie Pritchard, and that has been minimal as she works primarily with our Human Resources Department.
- Very helpful in resolving HR issues, prompt service.
- I am very satisfied with HRE except for the amount of time it takes to get positions posted and filled.
- They are doing a great job.
- Sometimes HRE, specifically PDS, the bottom line is more important then customer satisfaction. The request was not unreasonable and well within the boundaries of the SOW.
- The person who has done the initial reviews has been very helpful. Lack of the system itself to process according to their own established timelines has been the problem.
- I would like to know why HRE can decide whether or not you are deserving of an upgrade when your supervisor and your Superintendent support you 100%. With limited staff you are required to do the duties of 2-3 staff, but you are not deserving of an upgrade. The Superintendent and supervisor know of all the "extras" that you do and should be able to decide who is deserving of an upgrade - not HRE.
- HRE People is very helpful.
- It is hard to get a person to answer the phone and you routinely must leave voicemail, which routinely takes several days to return or you calling them and leaving additional messages.



- The new PDS training team Leslie and Cindy have done amazing things with the training programs. The services and courses are much better compared to previous leaders.
- The service I received was expert advice from a personnel rep on how to deal with an employee who had a DUI.

## **State Accounting Enterprise (SAE)**

Service provided through the SAE:

- Accounting
- Payroll

### **Q26a. Did you interact with the State Accounting Enterprise (SAE) during April, May or June 2006 (purchased or received services or bill payment)?**

Overall, 43% of the survey respondents interacted with the State Accounting Enterprise (SAE) in April, May or June 2006.

Did you interact with SAE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 165	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 200	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 228
Yes	71 43%	89 44%	96 42%
No	94 57%	111 55%	132 58%
Skipped the question	31	55	72

### **Q26b. How did you interact with State Accounting? (Multiple responses accepted.)**

Of the 71 respondents who had interacted with the State Accounting Enterprise (SAE) in April, May or June 2006, the majority (73%) of the customers indicated that they had **received services from SAE**.

How did you interact with SAE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 71	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 89	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 99
Received services	52 73%	61 68%	68 69%
Ordered/purchased services	14 20%	36 40%	43 43%
Bill payment	29 41%	9 10%	14 14%
Other specify responses	6 8%	14 16%	19 19%
Skipped the question	125	166	201

Other specify responses:

- I work in SAE and interact constantly
- I/3 Assistance; help desk good but manuals were not received when originally distributed. I/3 a problem when PAs are not specifically trained
- Provided services (payroll, HRIS related)
- Reviewed eDAS bills and budgeted for SFY's 07 and 08
- General questions/issues with our PROD
- Internally

**Q27. How often during April, May and June 2006 did you utilize the services provided by the State Accounting Enterprise?**

Forty-eight percent of the survey respondents typically utilized the services provided by SAE **1-10 times** during April, May and June 2006.

How often did you utilize the services provided by SAE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers <b>71</b>	3 <sup>rd</sup> Quarter Jan., Feb., March Customers <b>88</b>	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers <b>94</b>
1-10 times	<b>34</b> <b>48%</b>	34 39%	41 44%
11-20 times	10 14%	12 14%	10 11%
21-30 times	6 8%	12 14%	7 7%
31 or more times	16 22%	19 21%	29 31%
Don't know	5 7%	11 12%	7 7%
Skipped the question	125	167	206

**Q28a. Did you receive the services you requested?**

Overall, nearly all (96%/68 of 71) of the survey respondents received the services as requested from SAE in April, May and June 2006.

Did you receive the services you requested from SAE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 71	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 88	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 93
Yes	68 96%	86 98%	84 90%
No	0	0	2 2%
Other specify responses	3 4%	2 2%	7 8%
Skipped the question	125	167	206

Other specify responses:

- There continues to be errors in eDAS billing. One org. was charged for 200 more FTE's than they have.
- After some negotiation
- I use the I3 system for bill payment; my role is approval of the payments.

**Q28b. How satisfied were you with the services received from SAE?**

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (7.86 on the 10-point scale) with the services received from SAE in April, May and June 2006.

How satisfied were you with the services received from SAE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 71	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 88	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 94
<b>Overall Average</b>	<b>7.86</b>	8.29	7.31
Don't Know	2 3%	3 3%	3 3%
Skipped the question	125	167	206

**Q29. Did SAE deliver the services on time?**

Overall, 83% of the respondents indicated that SAE delivered the services on time in April, May and June 2006.

Did SAE deliver the services on time?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 71	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 88	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 94
Yes	59 83%	80 91%	78 83%
No	7 10%	0	6 6%
Don't know	3 4%	4 4%	4 4%
Other specify responses	2 3%	4 4%	6 6%
Skipped the question	125	167	206

Other specify responses:

- Vendor setups on I3 still seem to be a problem (always seem to be new changes or procedures)

**Q30. Did SAE provide the services as quoted?**

Overall, 77% of the survey respondents indicated that SAE provided the services as quoted.

Did SAE provide the services as quoted?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 71	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 88	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 94
Yes	55 77%	61 69%	64 68%
No	1 1%	0	3 3%
Don't know	10 14%	19 21%	12 13%
Other specify responses	5 7%	8 9%	15 16%
Skipped the question	125	167	206

Other specify responses:

- There was no quote. (2 responses)

**Q31. How would you rate the customer service provided by SAE?**  
**Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers surveyed were satisfied (7.97 on the 10-point scale) with the customer service provided by SAE in April, May and June 2006.

How would you rate the customer service provided by SAE?	Quarter		
	4 <sup>th</sup> Quarter April, May, June Customers 71	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 88	2 <sup>nd</sup> Quarter Oct., Nov., Dec. Customers 94
<b>Overall Average</b>	<b>7.97</b>	8.32	7.15
Don't Know	3 4%	7 8%	2 2%
Skipped the question	125	167	206

**Q32. Additional comments relative to your experiences with SAE:**

- I work with SAE through payroll. Like HRE, they are always very helpful and answer my questions.
- It is frustrating the layers of personnel we have to go through at times to accomplish some tasks.
- Peggy Mitchell with Tax Offset is always very helpful. We work well together to get all tax offsets completed correctly. Special thanks for all her hard work.
- Jean McPherson and Barrett Harvey were very helpful
- Good communications about upcoming deadlines for year end.
- Jay Cleveland is very responsive to the requests of the agency.
- There are too many policies that are unwritten. "The rule is this, but it isn't written down." The people who make the travel rules have no clue what it is like to travel and the reality of expenses and circumstances on the road.
- Staff is very courteous and very prompt in getting payments made for us.
- still attempting to get detail of postage
- Kathy Sims is a real JEWEL. She is so knowledgeable about everything and she is very helpful.
- I have no comments regarding SAE, but why isn't this same option available for the eDAS section? This is the BIGGEST problem area that DAS has. Agencies are totally frustrated with the "improved" billing system that takes way too much time to try to reconcile and get corrected. We have had to look at adding additional staffing just to deal with this "improvement". In addition, when you try to contact Pat Harmeyer, she does not return calls timely (if at all), nor emails. I have routinely had to email her several times before getting any kind of response. In fact, I currently have 2 outstanding issues that have not been answered for over a month. I do not feel that customer service is a big priority and I don't feel that anyone really cares what the end users have to say.
- Always very helpful and prompt with resolution.
- I haven't had any personal dealings with SAE; I've only interacted with I3.

## **DAS Finance**

### **Q33a. Did you call the DAS Customer Service Center for assistance in April, May or June 2006?**

Overall, 29% of the customers who responded to the question contacted the DAS Customer Service Center for assistance in April, May or June 2006.

<b>Did you call the DAS Customer Service Center?</b>	<b>Quarter</b>	
	<b>4<sup>th</sup> Quarter April, May, June Customers 164</b>	<b>3<sup>rd</sup> Quarter Jan., Feb., March Customers 198</b>
Yes	<b>48 29%</b>	60 30%
No	110 67%	132 67%
Don't know	6 4%	6 3%
Skipped the question	32	57

### **Q33b. How would you rate the quality of the service provided by the customer service staff?**

**Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers surveyed were not as satisfied (6.5 on the 10-point scale) with the quality of service provided by the customer service staff in April, May and June 2006.

<b>How would you rate the quality of customer service provided?</b>	<b>Quarter</b>	
	<b>4<sup>th</sup> Quarter April, May, June Customers 48</b>	<b>3<sup>rd</sup> Quarter Jan., Feb., March Customers 60</b>
<b>Overall Average</b>	<b>6.5</b>	<b>7.40</b>
Don't Know	0	3 5%
Skipped the question	148	195

**Q34a. Have you ever attended one or more of the eDAS training sessions?**

Overall, 41 % of the customers surveyed have attended one or more of the eDAS training sessions.

Have you ever attended one or more of the eDAS training sessions?	Quarter	
	4 <sup>th</sup> Quarter April, May, June Customers 164	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 198
Yes	67 41 %	91 46 %
No	91 55 %	96 48 %
Don't know	6 4 %	11 5 %
Skipped the question	32	57

**Q34b. How would you rate the quality of the eDAS training sessions?**

Use a 10-point scale where ONE means NOT AT ALL BENEFICIAL and TEN means EXTREMELY BENEFICIAL.

Overall, the customers surveyed, who have attended the eDAS training sessions, found the sessions to be beneficial (7.09 on the 10-point scale).

How would you rate the quality of customer service provided?	Quarter	
	4 <sup>th</sup> Quarter April, May, June Customers 67	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 94
Overall Average	7.09	6.76
Don't Know	2 3 %	3 3 %
Skipped the question	129	161



**Q35. Did you order services using the eDAS online ordering system in April, May or June 2006?**

Overall, the majority (82%) of the customers, did **not** order services using the eDAS online ordering system in April, May or June 2006.

Did you order services using the eDAS online ordering system?	Quarter	
	4 <sup>th</sup> Quarter April, May, June Customers <b>164</b>	3 <sup>rd</sup> Quarter Jan., Feb., March Customers <b>197</b>
Yes	24 15%	17 9%
No	<b>134</b> <b>82%</b>	167 85%
Don't know	6 4%	13 6%
Skipped the question	32	58

**Q36. Is your eDAS bill easy to understand?**

Use a 10-point scale where ONE means your eDAS bill is VERY DIFFICULT to UNDERSTAND and TEN means EXTREMELY EASY to UNDERSTAND.

Overall, the customers surveyed indicated that the eDAS bill is somewhat difficult to understand (5.29 on the 10-point scale).

Is your eDAS bill easy to understand?	Quarter	
	4 <sup>th</sup> Quarter April, May, June Customers <b>24</b>	3 <sup>rd</sup> Quarter Jan., Feb., March Customers <b>17</b>
<b>Overall Average</b>	<b>5.29</b>	6.32
Don't Know	7 29%	5 29%
Skipped the question	172	238

**Q37. Is your eDAS bill accurate?**

Use a 10-point scale where ONE means your eDAS bill is typically INACCURATE and TEN means your eDAS bill is typically ACCURATE.

Overall, the customers surveyed indicated that their eDAS bill is typically accurate (6.0 on the 10-point scale).

Is your eDAS bill accurate?	Quarter	
	4 <sup>th</sup> Quarter April, May, June Customers 24	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 17
Overall Average	6.0	7.4
Don't Know	7 29%	6 35%
Skipped the question	172	238

**Q38a. Did you contact DAS Finance regarding your eDAS billing in April, May or June 2006?**

Overall, 54% of the customers surveyed who had ordered services using the eDAS online order system contacted DAS Finance, regarding their eDAS billing in April, May or June 2006.

Did you contact DAS Finance regarding your eDAS billing?	Quarter	
	4 <sup>th</sup> Quarter April, May, June Customers 24	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 17
Yes	13 54%	5 29%
No	10 42%	10 59%
Don't know	1 4%	2 12%
Skipped the question	172	238

**Q38b. How responsive was DAS Finance to your eDAS billing questions?**  
**Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means EXTREMELY RESPONSIVE.**

Overall, the customers surveyed who had contacted DAS Finance indicated that DAS Finance was responsive (7.15 on the 10-point scale) to their eDAS billing questions.

How responsive was DAS Finance to your eDAS billing questions?	Quarter	
	4 <sup>th</sup> Quarter April, May, June Customers 13	3 <sup>rd</sup> Quarter Jan., Feb., March Customers 7
<b>Overall Average</b>	<b>7.15</b>	<b>6.83</b>
Don't Know	0	0
Skipped the question	183	248

## ■ CONCLUSION

The survey respondents who participated in the fourth quarter Customer Satisfaction Survey (196 customers) included a diverse cross-section of departments and agencies.

### DAS Enterprises

Among the four DAS enterprises (GSE, ITE, HRE and SAE), **overall**, the customers surveyed rated their satisfaction with the products and/or services received from the State Accounting Enterprise (SAE) slightly higher (7.86 on the 10-point scale) than the other enterprises.

- SAE 7.86
- HRE 7.56
- ITE 7.45
- GSE 7.05

Overall, the survey respondents indicated that the products and/or services were received as requested. However, the products and services were not always delivered on time or provided as quoted.

DAS Enterprise	Products and/or services received as requested	Products and/or services delivered on time	Products and/or services provided as quoted
State Accounting Enterprise (SAE)	96%	83%	77%
Human Resource Enterprise (HRE)	86%	77%	69%
Information Technology Enterprise (ITE)	88%	70%	70%
General Services Enterprise (GSE)	86%	68%	75%

Among the four DAS enterprises (GSE, ITE, HRE and SAE), **overall**, the customers rated their satisfaction with the customer service provided by the State Accounting Enterprise (SAE) slightly higher (7.97 on the 10-point scale) than the other enterprises.

- SAE 7.97
- HRE 7.75
- ITE 7.5
- GSE 7.1

### DAS Finance

Overall, 29% (48 of 164) of the customers who responded to the question called the DAS Customer Service Center for assistance in April, May and June 2006. The customers were somewhat satisfied (6.5 on the 10-point scale) with the quality of the service provided by the customer service staff.

The quarterly Customer Satisfaction Survey provides the Iowa Department of Administrative Services with statistical data to determine what steps DAS can take to improve its products and services.

# APPENDIX

#11046

DAS/Quarter Four/FY06 (April, May and June 2006)

FINAL 8.23.06

## E-mail invitation

Subject line: DAS Quarterly Customer Satisfaction Survey

Return e-mail: [research@essmanresearch.com](mailto:research@essmanresearch.com)

Dear Valued Customer:

The Department of Administrative Services (DAS) is committed to continuously improving the quality of service we provide to customers.

DAS will implement four quarterly surveys to gather immediate feedback from customers relative to your recent experiences with DAS and the services purchased/received through each of the four DAS enterprises.

You have been selected to participate in the **fourth quarter customer satisfaction survey**. The quarterly survey will take no more than **five minutes of your time**. Your individual responses are strictly confidential. Essman/Research, an independent marketing research firm in Des Moines, has been retained by DAS to tabulate the survey results and analyze the findings.

The purpose of this quarterly survey is to gauge your satisfaction with services received during **April, May and June 2006** from DAS and determine what steps DAS can take to improve their products and services. The survey results will be shared quarterly.

On behalf of the Department of Administrative Services, thank you in advance for completing the quarterly Customer Satisfaction Survey. **Please complete this quarterly survey by Friday, September 8, 2006.**

**To access the electronic survey, click here: <http://>**

Sincerely,

Mollie Anderson

Director

Iowa Department of Administrative Services

## Insert DAS logo on each page

**Important Reminder:** Base your individual responses on the products and/or services received from each of the four DAS Enterprises (General Services, Information Technology, Human Resources and State Accounting) during **April, May and June 2006**.

Q1. Department/Agency: \_\_\_\_\_

Q2. Title: \_\_\_\_\_

Q3a. Are you currently a Customer Council Member?

- ☐ Yes
- ☐ No (Skip to Q4a)

Q3b. For which Enterprise?

- ☐ General Services
- ☐ Human Resources
- ☐ Information Technology
- ☐ State Accounting

Q3c. Are the enterprise financial statements easy to understand?

- ☐ Yes (Skip to Q4a)
- ☐ No (Ask Q3d)
- ☐ Not familiar/not aware of the enterprise financial statement (Skip to Q4a)

Q3d. How can the enterprise financial statements be improved?

(Add text box for response)

## General Services Enterprise (GSE)

Services provided through the GSE:

- Construction
- Custodial Services
- Facilities Management
- Facility Rentals
- Fleet
- Grounds Service
- Lock Shop Services
- Mail
- Mechanical Services
- Paper Shredding
- Property Construction/Management/Space
- Purchasing/Procurement Services

Please select ONE response per question, unless otherwise specified.

Q4a. Did **you** interact with the **General Services Enterprise (GSE)** during **April, May or June 2006** (purchased, received products and/or services or bill payment)?

- ☐ Yes  
☐ No (Skip to Q11a)

Q4b. How did **you** interact with General Services? (Check all that apply)

- ☐ Ordered/purchased products and/or services  
☐ Received products and/or services  
☐ Bill payment  
☐ Other (specify) \_\_\_\_\_

Q5. How often during **April, May or June 2006** did **you** order/receive products and/or services from General Services?

- ☐ 1-10 times  
☐ 11-20 times  
☐ 21-30 times  
☐ 31 or more times  
☐ Don't know

Q6a. Did **you** receive the products and/or services you requested?

- ☐ Yes  
☐ No  
☐ Other specify \_\_\_\_\_

Q6b. How satisfied were **you** with the **products and/or services received** from GSE?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1      2      3      4      5      6      7      8      9      10      DK



Q7. Did GSE deliver the products and/or services on time?

- ☐ Yes
- ☐ No
- ☐ Other specify \_\_\_\_\_
- ☐ Don't know

Q8. Did GSE provide the products and/or services as quoted?

- ☐ Yes
- ☐ No
- ☐ Other specify \_\_\_\_\_
- ☐ Don't know

Q9. How would you rate the **customer service** provided by GSE?

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1      2      3      4      5      6      7      8      9      10      DK

Q10. Additional comments relative to your experiences with GSE:

---

## Information Technology Enterprise (ITE)

Services provided through the ITE:

- Application Development and Support
- Asset Management
- Common Directory
- Computer Training
- Database Services
- Desktop Services
- Disaster Recovery/Business Continuity
- Email Services
- Enterprise Applications
- Help Desk Services
- Mainframe Access/Printing/Processing/Services
- Mainframe and Operating System Application Development
- Multi Media
- Network Services
- Printing Services
- Secure Infrastructure
- Security
- Server
- Server Farm

Please select ONE response per question, unless otherwise specified.

Q1 1a. Did **you** interact with the **Information Technology Enterprise (ITE)** during **April, May or June 2006** (purchased, received services or bill payment)?

- ☐ Yes  
☐ No (Skip to Q19a)

Q1 1b. How did **you** interact with Information Technology? (Check all that apply)

- ☐ Ordered/purchased services  
☐ Received services  
☐ Bill payment  
☐ Other (specify) \_\_\_\_\_

Q12. How often during **April, May or June 2006** did **you** order/receive services from Information Technology?

- ☐ 1-10 times  
☐ 11-20 times  
☐ 21-30 times  
☐ 31 or more times  
☐ Don't know

Q13a. Did **you** receive the services you requested?

- ☐ Yes  
☐ No  
☐ Other specify \_\_\_\_\_

Q13b. How satisfied were **you** with the **services received** from ITE?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means  
EXTREMELY SATISFIED. DK = Don't Know

1      2      3      4      5      6      7      8      9      10      DK

Q14. Did ITE deliver the services on time?

- ☐ Yes
- ☐ No
- ☐ Other specify \_\_\_\_\_
- ☐ Don't know

Q15. Did ITE provide the services as quoted?

- ☐ Yes
- ☐ No
- ☐ Other specify \_\_\_\_\_
- ☐ Don't know

Q16. How responsive was the ITE help desk?  
Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means  
EXTREMELY RESPONSIVE. DK = Don't Know

1      2      3      4      5      6      7      8      9      10      DK

Does not apply (NA)

Q17. How would you rate the **customer service** provided by ITE?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means  
EXTREMELY SATISFIED. DK = Don't Know

1      2      3      4      5      6      7      8      9      10      DK

Q18. Additional comments relative to your experiences with ITE:

---

## Human Resource Enterprise (HRE)

Services provided through the HRE:

- Benefits
- Employment Assistance/Services
- Flexible Spending
- Golden Dome Awards Program
- Health Insurance Program Administration
- Program Delivery Services
- Training
- Worker's Compensation Program Administration

Please select ONE response per question, unless otherwise specified.

Q19a. Did **you** interact with the **Human Resources Enterprise (HRE)** during **April, May or June 2006** (purchased, received services or bill payment)?

- ☐ Yes  
☐ No (Skip to Q26a)

Q19b. How did **you** interact with Human Resources? (Check all that apply)

- ☐ Ordered/purchased services  
☐ Received services  
☐ Bill payment  
☐ Other (specify) \_\_\_\_\_

Q20. How often during **April, May or June 2006** did **you** utilize the services provided by the Human Resource Enterprise?

- ☐ 1-10 times  
☐ 11-20 times  
☐ 21-30 times  
☐ 31 or more times  
☐ Don't know

Q21a. Did **you** receive the services you requested?

- ☐ Yes  
☐ No  
☐ Other specify \_\_\_\_\_

Q21b. How satisfied were you with the **services received** from HRE?

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1      2      3      4      5      6      7      8      9      10      DK

Q22. Did HRE deliver the services on time?

- ☐ Yes  
☐ No  
☐ Other specify \_\_\_\_\_  
☐ Don't know

Q23. Did HRE provide the services as quoted?

- ☐ Yes
- ☐ No
- ☐ Other specify \_\_\_\_\_
- ☐ Don't know

Q24. How would you rate the **customer service** provided by HRE?

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1      2      3      4      5      6      7      8      9      10

Q25. Additional comments relative to your experiences with HRE:

---

### State Accounting Enterprise (SAE)

Service provided through the SAE:

- Accounting
- Payroll

Please select ONE response per question, unless otherwise specified.

Q26a. Did **you** interact with the **State Accounting Enterprise (SAE)** during **April, May or June 2006** (purchased, received services or bill payment)?

- ☐ Yes
- ☐ No                      (Skip to Q33a)

Q26b. How did **you** interact with State Accounting?                      (Check all that apply)

- ☐ Ordered/purchased services
- ☐ Received services
- ☐ Bill payment
- ☐ Other (specify) \_\_\_\_\_

Q27. How often during **April, May or June 2006** did **you** utilize the services provided by the State Accounting Enterprise?

- ☐ 1-10 times
- ☐ 11-20 times
- ☐ 21-30 times
- ☐ 31 or more times
- ☐ Don't know

Q28a. Did you receive the services you requested?

- ☐ Yes
- ☐ No
- ☐ Other specify \_\_\_\_\_

Q28b. How satisfied were **you** with the **services received** from SAE?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means  
EXTREMELY SATISFIED. DK = Don't Know

1      2      3      4      5      6      7      8      9      10      DK

Q29. Did SAE deliver the services on time?

- ☐ Yes
- ☐ No
- ☐ Other specify \_\_\_\_\_
- ☐ Don't know

Q30. Did SAE provide the services as quoted?

- ☐ Yes
- ☐ No
- ☐ Other specify \_\_\_\_\_
- ☐ Don't know

Q31. How would you rate the **customer service** provided by SAE?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means  
EXTREMELY SATISFIED. DK = Don't Know

1      2      3      4      5      6      7      8      9      10      DK

Q32. Additional comments relative to your experiences with SAE:

---

## **DAS Finance**

Q33a. Did you call the DAS Customer Service Center for assistance in **April, May or  
June 2006?**

- ☐ Yes
- ☐ No                      (Skip to Q34a)
- ☐ Don't know            (Skip to Q34a)

Q33b. How would you rate the quality of the **service provided** by the customer service staff?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means  
EXTREMELY SATISFIED. DK = Don't Know

1      2      3      4      5      6      7      8      9      10      DK

Q34a. Have you ever attended one or more of the eDAS training sessions?

- ☐ Yes  
☐ No (Skip to Q35)  
☐ Don't know (Skip to Q35)

Q34b. How would you rate the quality of the **eDAS training sessions**?

Use a 10-point scale where ONE means NOT AT ALL BENEFICIAL and TEN means EXTREMELY BENEFICIAL. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q35. Did you order services using the eDAS online ordering system in **April, May or June 2006**?

- ☐ Yes  
☐ No (Skip to Thank You)  
☐ Don't know (Skip to Thank You)

Q36. Is your eDAS bill easy to understand?

Use a 10-point scale where ONE means your eDAS bill is VERY DIFFICULT to UNDERSTAND and TEN means EXTREMELY EASY to UNDERSTAND. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q37. Is your **eDAS bill accurate**?

Use a 10-point scale where ONE means your eDAS bill is typically INACCURATE and TEN means your eDAS bill is typically ACCURATE. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q38a. Did you contact DAS Finance regarding your eDAS billing in **April, May or June 2006**?

- ☐ Yes  
☐ No (Skip to Thank You)  
☐ Don't know (Skip to Thank You)

Q38b. How responsive was DAS Finance to your **eDAS billing questions**?

Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means EXTREMELY RESPONSIVE. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Thank You

On behalf of the Department of Administrative Services, thank you for participating in the quarterly survey.

SUBMIT

Re-direct to the DAS Web site.



**IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES  
ONLINE CUSTOMER SATISFACTION SURVEY  
4<sup>th</sup> QUARTER (APRIL, MAY, JUNE 2006)/SATISFACTION DATA TABLES  
SEPTEMBER 21, 2006**

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**Satisfaction with Products and/or Services**

Note: Ratings are based on a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

**Q1. How satisfied were you with the products and/or services received from GSE?**

<b>Ratings (General Services)</b>	<b>Customers (112 respondents)</b>
1 = Very Dissatisfied	0
2	8 7.1%
3	3 2.7%
4	5 4.5%
5	14 12.5%
6	8 7.1%
7	<b>11</b> <b>9.8%</b>
8	<b>27</b> <b>24.1%</b>
9	<b>15</b> <b>13.4%</b>
10 = Extremely Satisfied	<b>17</b> <b>15.2%</b>
Don't know	4 3.6%
Skipped the question	84



How satisfied were you with the services received from ITE?

<b>Ratings (Information Technology)</b>	<b>Customers (82 respondents)</b>
1 = Very Dissatisfied	0
2	0
3	4 4.9%
4	2 2.4%
5	13 15.9%
6	8 9.8%
7	<b>6</b> <b>7.3%</b>
8	<b>14</b> <b>17.1%</b>
9	<b>21</b> <b>25.6%</b>
10 = Extremely Satisfied	<b>12</b> <b>14.6%</b>
Don't know	2 2.4%
Skipped the question	114

How satisfied were you with the services received from HRE?

<b>Ratings (Human Resources)</b>	<b>Customers (87 respondents)</b>
1 = Very Dissatisfied	0
2	2 2.3%
3	3 3.4%
4	3 3.4%
5	10 11.5%
6	5 5.7%
7	<b>11</b> <b>12.6%</b>
8	<b>8</b> <b>9.2%</b>
9	<b>28</b> <b>32.2%</b>
10 = Extremely Satisfied	<b>13</b> <b>14.9%</b>
Don't know	4 4.6%
Skipped the question	109

How satisfied were you with the services received from SAE?

<b>Ratings (State Accounting)</b>	<b>Customers (85 respondents)</b>
1 = Very Dissatisfied	1 1.4%
2	2 2.8%
3	1 1.4%
4	0
5	8 11.3%
6	1 1.4%
7	<b>7</b> <b>9.9%</b>
8	<b>17</b> <b>23.9%</b>
9	<b>17</b> <b>23.9%</b>
10 = Extremely Satisfied	<b>15</b> <b>21.1%</b>
Don't know	2 2.8%
Skipped the question	125

### Satisfaction with Customer Service

Note: Ratings are based on a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

#### Q2. How would you rate the customer service provided by GSE?

Ratings (General Services)	Customers (112 respondents)
1 = Very Dissatisfied	2 1.8%
2	5 4.5%
3	2 1.8%
4	7 6.2%
5	12 10.7%
6	9 8%
7	<b>13</b> <b>11.6%</b>
8	<b>25</b> <b>22.3%</b>
9	<b>20</b> <b>17.9%</b>
10 = Extremely Satisfied	<b>15</b> <b>13.4%</b>
Don't know	2 1.8%
Skipped the question	84

#### How would you rate the customer service provided by ITE?

Ratings (Information Technology)	Customers (102 respondents)
1 = Very Dissatisfied	1 1.2%
2	0
3	3 3.7%
4	4 4.9%
5	7 8.5%
6	11 13.4%
7	<b>4</b> <b>4.9%</b>
8	<b>16</b> <b>19.5%</b>
9	<b>20</b> <b>24.4%</b>
10 = Extremely Satisfied	<b>13</b> <b>15.9%</b>
Don't know	3 3.7%
Skipped the question	114

How would you rate the customer service provided by HRE?

<b>Ratings (Human Resources)</b>	<b>Customers (86 respondents)</b>
1 = Very Dissatisfied	0
2	2 2.3%
3	2 2.3%
4	1 1.2%
5	11 12.8%
6	6 7%
7	<b>10</b> <b>11.6%</b>
8	<b>8</b> <b>9.3%</b>
9	<b>26</b> <b>30.2%</b>
10 = Extremely Satisfied	<b>17</b> <b>19.8%</b>
Don't know	3 3.5%
Skipped the question	110

How would you rate the customer service provided by SAE?

<b>Ratings (State Accounting)</b>	<b>Customers (71 respondents)</b>
1 = Very Dissatisfied	1 1.4%
2	1 1.4%
3	2 2.8%
4	0
5	8 11.3%
6	0
7	<b>7</b> <b>9.9%</b>
8	<b>13</b> <b>18.3%</b>
9	<b>20</b> <b>28.2%</b>
10 = Extremely Satisfied	<b>16</b> <b>22.5%</b>
Don't know	3 4.2%
Skipped the question	125

**Q33b. How would you rate the quality of the service provided by the DAS Customer Service Center staff?**

<b>Ratings (DAS Customer Service Center)</b>	<b>Customers (57 respondents)</b>
1 = Very Dissatisfied	2 4.2%
2	3 6.2%
3	2 4.2%
4	5 10.4%
5	7 14.6%
6	4 8.3%
7	<b>2</b> <b>4.2%</b>
8	<b>9</b> <b>18.8%</b>
9	<b>7</b> <b>14.6%</b>
10 = Extremely Satisfied	<b>7</b> <b>14.6%</b>
Don't know	0
Skipped the question	148



## **ESSMAN/RESEARCH**

100 EAST GRAND • SUITE 340 • DES MOINES, IA 50309-1800  
TEL: 515.282.7145 • FAX: 515.282.4535 • e-mail: [mail@essmanresearch.com](mailto:mail@essmanresearch.com)  
[www.essmanresearch.com](http://www.essmanresearch.com)